

## **Electronic Replacements and Voids for PES Users**

Rhode Island Medicaid can now accept Electronic Replacements and Voids, previously known as Adjustments and Recoups.

Please follow the process below for your Claim type:

### **Professional, Dental and Waiver Claims:**

**Step 1** – Select the appropriate claim frequency located on header one of your claim:

**7 = Replacement**

**8 = Void**

**Step 2** - Enter the original Internal Control Number (ICN) on the claim that you would like to replace or void. The ICN can be found on your remittance advice. It is a 15 digit number.

**Step 3** - Key the claim, as it should have been keyed making all appropriate corrections for replacements.

**Step 4** - Save the claim

The next time you transmit this replacement or void will be transmitted and processed.

### **Nursing Home, Inpatient, Outpatient, Hospice and Institutional Home Health Claims:**

**Step 1** – Select the appropriate number in the third position of the bill type from header one.

**7 = Replacement**

**8 = Void**

**Step 2** - Enter the original Internal Control Number (ICN) on the claim that you would like to replace or void. The ICN can be found on your remittance advice. It is a 15-digit number.

**Step 3** - Key the claim, as it should have been keyed making all appropriate corrections for replacements.

**Step 4** - Save the claim

The next time you transmit this replacement or void will be transmitted and processed.

**If your claim is archived:**

**Step 1** Restore the appropriate archived file

**Step 2** Select “Restore only selected forms”

**Step 3** Highlight the appropriate claim(s)

**Step 4** Open your claim type

**Step 5** Select your claim(s) with an “A” status

**Step 6** Copy

Select 7 for replacement or 8 for void as appropriate. Follow remainder of directions above.

***Important Reminders:***

- Timely Filing guidelines still apply, if the Date of Service is over 365 days, but you have an EOB that is within 365 days you will need to send your adjustment to us on the Single Claim Adjustment request form. If you try to submit an adjustment on a Date of Service over 365 days, your original claim will be recouped and your replaced claim will deny for timely filing.
- You cannot adjust a denied claim. The claim will need to be corrected and resubmitted.

Please call the Customer Service Help Desk at 784-8100 with any questions you have.